



**Universal Service  
Administrative Co.**  
Schools & Libraries Division

**Form 472 (BEAR) Notification Letter**

July 8, 2019

Steve Miller  
Insource Technology Direct, LLC  
20405 State Highway 249  
Suite 300  
Houston, TX 77070

Re: Invoice Number - as assigned by USAC: 2936897  
Service Provider Identification Number: 143033070  
Reimbursement Form Number: RWEDF\_2017\_472\_Insource  
Billed Entity Number: 16083506

Owen Brandon  
RIVERWALK EDUCATION FOUNDATION, INC.  
2101 W Loop 340  
Waco, TX 76712

Preferred Mode of Contact: E-mail at bowen@esc12.net  
Total Amount of Reimbursement Approved for Payment: \$0.00

This letter is your notification that the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) has processed an FCC Form 472, "Billed Entity Applicant Reimbursement (BEAR)" Form from the above-named applicant listing you as the service provider. USAC has committed to reimburse the discounted portion of the cost of eligible services provided to eligible entities pursuant to one or more FCC Forms 471, "Description of Services Ordered and Certification Form".

In certain instances, a line may not have been paid. Review the BEAR Letter Applicant Reimbursement Report (Report) following this letter for the reason(s) this may have occurred. For more information about lines that have not been paid, see the explanation of Invoice Error Codes in Step 9 on our website. Work with the applicant (your customer) to correct any errors. Once corrected, your customer may submit a new BEAR using the BEAR Online tool from the Apply Online area or Required Forms section of our website to request reimbursement for any unpaid lines.

If a new BEAR cannot be submitted before the invoice deadline passes, you or your customer may submit a request for a deadline extension. (See "Invoice Deadlines and Extension Requests" posted in the SLD section of our website for more information.)

**TO APPEAL THIS DECISION:**

If you wish to appeal a decision in this letter to USAC, your appeal must be received by USAC within 60 days of the date of this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. In your appeal:

1. Include the name, address, telephone number, and email address for the person who can most readily discuss this appeal with us.
2. State outright that your correspondence is an appeal. Include the following to identify the USAC decision letter and the decision you are appealing:
  - Appellant name,
  - Applicant name and service provider name, if different from appellant,





- Applicant BEN and Service Provider Identification Number (SPIN),
- FCC Form 471 Application Number and the Funding Request Number (FRN) or Numbers as assigned by USAC,
- Funding Commitment Decision Letter or Revised Funding Commitment Decision Letter for the associated FRN(s), AND
- The exact text or the decision that you are appealing.

3. Please keep your appeal to the point and provide documentation to support it. Be sure to keep a copy of your entire appeal, including any correspondence and documentation.

4. If you are the applicant, please provide a copy of your appeal to the service provider(s) affected by USAC's decision. If you are the service provider, please provide a copy of your appeal to the applicant(s) affected by USAC's decision.

5. Provide an authorized signature on your letter of appeal.

To submit your appeal for a Funding Request Number (FRN) from Funding Year 2016 or later, please submit it within the EPC system (portal.usac.org). Otherwise, email your appeal to [appeals@usac.org](mailto:appeals@usac.org). USAC will automatically reply to incoming emails to confirm receipt.

For more information on submitting an appeal to USAC, please see "Appeals" in the Schools and Libraries section of the USAC website (<https://www.usac.org/about/about/program-integrity/appeals.aspx>).

The maximum remaining amount available for each Funding Request Number (FRN) listed on the Report will be the original commitment less the amount approved herein for reimbursement and less any earlier disbursements to your customer.

PLEASE NOTE: The type of invoice form (BEAR or SPI) for the funding year is established by the receipt and approval of the first invoice submitted for the FRN for the funding year. For example, if we successfully process a BEAR for an FRN, we will not approve a SPI for that same FRN at a later time.

Please see the Guide to Letter Reports posted on our website for an explanation of the items listed in the attached Report.

COMPLETE PROGRAM INFORMATION is posted on our website. You may also contact our Client Service Bureau using the "Submit a Question" link on our website, toll-free by fax at 1-888-276-8736 or toll-free by phone at 1-888-203-8100.

Schools and Libraries Division  
Universal Service Administrative Company

CC: RIVERWALK EDUCATION FOUNDATION, INC.

BEAR NOTIFICATION LETTER APPLICANT REIMBURSEMENT REPORT

Form 471 Application Number: 171045841

Funding Request Number: 1799105081

Funding Year 2017: 07/01/2017 - 06/30/2018

Contract Number:

Funding Commitment Decision: \$22135.68

Reimbursement Amount for this FRN: \$0.00

Reimbursement Request Decision Explanation:

Invoice Received Date [06/06/2019] Later Than;

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**Universal Service**

**Administrative Co.**

Schools and Libraries Division - Correspondence Unit

PO Box 47607

Baltimore, MD 21244-47607



00558 1 MB 0.425 T 3

OWEN BRANDON

2101 W LOOP 340

WACO TX 76712-6855

D9182AP  
00-MERTLT1E-3  
AL22EF3



Dear Program Participant -

We have recently become aware that some applicants who filed BEAR Forms in calendar 2019 have never received their BEAR Notification Letters. The service providers featured on the funding requests in those BEAR Forms may have also not received their copies of these letters.

Consequently, we are reprinting and mailing BEAR Notification Letters to all applicants who submitted BEAR Forms that we processed in calendar 2019, and also reprinting and mailing copies of those letters to the associated service providers.

We realize that some of you have in fact received your letters, and that others have requested and received copies of your letters from our Client Service Bureau. Although the information in those letters was correct, we want to be sure that we have issued letters to all applicants and service providers who may not have received them.

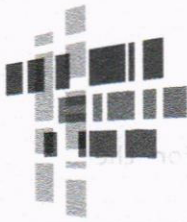
For the purposes of establishing the appeal deadline for the USAC decisions in these letters, the July 8, 2019 date on the attached letter starts the 60-day appeal clock and applies to the calculation of any other program deadlines that depend on this date, even if you have already received a copy of this letter with a different date.

We apologize for any inconvenience.

Schools and Libraries Division  
Universal Service Administrative Company



AL22EF3 - BEAR - AL22  
0002936897 -  
RWEDF\_2017\_472\_Insorce



**Universal Service  
Administrative Co.**  
Schools & Libraries Division

**Form 472 (BEAR) Notification Letter**

July 8, 2019

Diane Gonzales  
Netsync Network Solutions  
2500 West Loop South  
Suite 510  
Houston, TX 77027

Re: Invoice Number - as assigned by USAC: 2936900  
Service Provider Identification Number: 143028685  
Reimbursement Form Number: RWEDF\_2017\_472\_NETSYNC  
Billed Entity Number: 16083506

Owen Brandon  
RIVERWALK EDUCATION FOUNDATION, INC.  
2101 W Loop 340  
Waco, TX 76712

Preferred Mode of Contact: E-mail at [bowen@esc12.net](mailto:bowen@esc12.net)  
Total Amount of Reimbursement Approved for Payment: \$0.00

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  - Applicant name and service provider name, if different from appellant,





- Applicant BEN and Service Provider Identification Number (SPIN),
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Schools and Libraries Division  
Universal Service Administrative Company

CC: RIVERWALK EDUCATION FOUNDATION, INC.

BEAR NOTIFICATION LETTER APPLICANT REIMBURSEMENT REPORT

Form 471 Application Number: 171045841  
Funding Request Number: 1799105454  
Funding Year 2017: 07/01/2017 - 06/30/2018  
Contract Number:  
Funding Commitment Decision: \$41550.70  
Reimbursement Amount for this FRN: \$0.00  
Reimbursement Request Decision Explanation:  
Invoice Received Date [06/06/2019] Later Than;

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Form 471 Application Number: 171045841  
Funding Request Number: 1799105302  
Funding Year 2017: 07/01/2017 - 06/30/2018  
Contract Number:  
Funding Commitment Decision: \$31202.40  
Reimbursement Amount for this FRN: \$0.00  
Reimbursement Request Decision Explanation:  
Invoice Received Date [06/06/2019] Later Than;

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Universal Service  
Administrative Co.  
Schools and Libraries Division - Correspondence Unit  
PO Box 47607  
Baltimore, MD 21244-47607



00559 1 MB 0.425 T 3  
OWEN BRANDON  
2101 W LOOP 340  
WACO TX 76712-6855

00149  
D9182AP  
00-MERTLT1E-3  
AL22EF3



Dear Program Participant -

We have recently become aware that some applicants who filed BEAR Forms in calendar 2019 have never received their BEAR Notification Letters. The service providers featured on the funding requests in those BEAR Forms may have also not received their copies of these letters.

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We realize that some of you have in fact received your letters, and that others have requested and received copies of your letters from our Client Service Bureau. Although the information in those letters was correct, we want to be sure that we have issued letters to all applicants and service providers who may not have received them.

For the purposes of establishing the appeal deadline for the USAC decisions in these letters, the July 8, 2019 date on the attached letter starts the 60-day appeal clock and applies to the calculation of any other program deadlines that depend on this date, even if you have already received a copy of this letter with a different date.

We apologize for any inconvenience.

Schools and Libraries Division  
Universal Service Administrative Company



001-003-00000453-00

AL22EF3 - BEAR - AL22  
0002936900 -  
RWEDF\_2017\_472\_NETSYNC



# #275353 - RWEDF\_2019\_BEAR\_PIN

[Summary](#) [News](#) [Related Actions](#)

## Case Details

<b>Topic</b>	FCC Form 472 - BEAR - Other	<b>Form Type</b>	FCC Form 472
<b>Status</b>	Closed	<b>Form Number</b>	
<b>Priority</b>	Medium	<b>Created By</b>	Brandon Owen
<b>Inquiry Type</b>	Web	<b>Created On</b>	5/21/2019 10:43 AM EDT
		<b>Organization</b>	RIVERWALK EDUCATION FOUNDATION, INC.

## Case Description

**Description** I am needing a BEAR PIN for BEARs that are due 5/26/2019. I have included a spreadsheet with all of the required information.

## Case Artifacts

### Documents

Name	Uploaded By	Upload Date
<a href="#">Pin Request RWEDF</a>	Brandon Owen	5/21/19 10:43 AM

### Attachments

Attachment	Attachment Type
No items available	

## Case Thread

User	Note	Date
USAC	<p>Thank you for contacting USAC Client Service Bureau regarding PIN Request.</p> <p>We are not able to escalate PIN unless you haven't received yours. it takes the system 7-10 business days to create the PIN.</p> <p>If you have any questions or believe this case was closed incorrectly, please re-open this case or contact us at (888)203-8100.</p> <p>Thank you, Jasmine A. Universal Service Administrative Company (USAC) Client Service Bureau</p>	5/28/2019 10:12 AM EDT
Brandon Owen	I would like to escalate this ahead of the 10 days due to the deadline being May 28th.	5/24/2019 11:22 AM EDT
USAC	The PIN email comes from e-rate@lists.universalservice.org. You may want to add it to your safe senders list to make sure you receive it.	5/22/2019 2:17 PM EDT
USAC	<p>Thank you for contacting USAC Client Service Bureau regarding your BEAR PIN request.</p> <p>We have directed your case to USAC customer service management to process. The PIN will be sent to the email address provided on the PIN template.</p> <p>If you do not receive your PIN in 10 calendar days, please re-open the case or contact us at (888) 203-8100.</p> <p>Thank you, Jasmine A. Universal Service Administrative Company (USAC) Client Service Bureau</p>	5/22/2019 9:08 AM EDT

Case Contact

Case Contact   Brandon Owen







Brandon Owen &lt;bowen@esc12.net&gt;

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**Urgent: BEAR PIN for Riverwalk 16083506**

1 message

**Vickye White** <vwhite@esc12.net>

Tue, May 28, 2019 at 9:29 AM

To: John Noran &lt;john.noran@usac.org&gt;

Cc: Ginnie Harwood &lt;gharwood@esc12.net&gt;, Brandon Owen &lt;bowen@esc12.net&gt;

Good morning John,

We need a BEAR PIN for Riverwalk Education Foundation in order to submit the BEAR today for Category 2. We made our second request through CSB, case number, 275353, when we attempted to escalate just now they refused and refused a manager. The agent said she would email someone. Please advise if there is an agent we we can reach out to ASAP.

Best Regards,  
Vickye White

--

**Thank you for contacting Education Service Center Region 12.****Vickye White***E-Rate Specialist/Team Leader* E-Rate Consulting

Education Service Center Region 12

O:254-297-2908 F:855-372-8312

E:[vwhite@esc12.net](mailto:vwhite@esc12.net)

Connect with us!

[www.esc12.net/erate](http://www.esc12.net/erate)***Your Personal E-Rate Partner***

# #275777

Summary

News

Related Actions

## Case Details

Topic

FCC Forms 498/499 - Status Inquiry

Status

Closed

Priority

Medium

Inquiry Type

Phone

Created By

USAC

Created On

5/28/2019 3:47 PM EDT

Organization

[RIVERWALK EDUCATION FOUNDATION, INC.](#)

## Case Description

Description

FCC Form 498

## Case Artifacts

### Documents

Name	Uploaded By	Upload Date
No items available		

### Attachments

Attachment	Attachment Type
No items available	

## Case Thread

User	Note	Date
USAC	<p>Thank you for contacting USAC Client Service Bureau regarding FCC Form 498.</p> <p>As we discussed, the Finance/498 team is better able to assist you with your current concern.</p> <p>If you need to contact them in the future, please dial 888-641-8722, option #4.</p> <p>They are available from 9:30 - 4:30, Eastern Standard Time.</p> <p>If you have any questions or believe this case was closed incorrectly, please re-open this case or contact us at (888)203-8100.</p> <p>Thank you,</p> <p>Avila W.</p> <p>Universal Service Administrative Company (USAC) Client Service Bureau</p>	5/28/2019 4:01 PM EDT

## Case Contact

Case Contact

Brandon Owen



#275862 - RWEDF 472/498

Summary News Related Actions

Case Details

Topic	FCC Forms 498/499 - Status Inquiry	Form Type	FCC Form 498
Status	Closed	Form Number	443026201
Priority	Medium	Created By	USAC
Inquiry Type	Phone	Created On	5/29/2019 1:18 PM EDT
		Organization	RIVERWALK EDUCATION FOUNDATION, INC.

Case Description

Description 498 ID Not Showing in BEAR Form

Case Artifacts

Documents

Name	Uploaded By	Upload Date
RWEDF_BEAR	Brandon Owen	6/3/19 11:01 AM

Attachments

Attachment	Attachment Type
No items available	

Case Thread

User	Note	Date
USAC	<p>Good morning.</p> <p>A new PIN request has been made. Please allow up to 10 days for the PIN to be regenerated and emailed. It will be sent to: HHERNANDEZ@SSTX.ORG The PIN email comes from e-rate@lists.universalservice.org.</p> <p>If you have any questions or believe this case was closed incorrectly, please re-open this case or contact us at (888)203-8100.</p> <p>Thank you, Danielle Universal Service Administrative Company (USAC) Client Service Bureau</p>	6/3/2019 11:27 AM EDT
USAC	<p>Mr. Owen,</p> <p>If the password is no longer working, another password would need to be requested. This is considered a separate issue as to why the 498 ID is not populating.</p>	6/3/2019 11:27 AM EDT
Brandon Owen	<p>I have attached a copy of the login screen. Her PIN no longer works to long.</p>	6/3/2019 11:01 AM EDT
USAC	<p>Hello Mr. Owen,</p> <p>For further assistance, please provide a screen shot of the actual BEAR form?</p> <p>Thank you.</p>	5/31/2019 3:20 PM EDT
Brandon Owen	<p>We are still trying to get these BEARs filed and now the signor can no longer log into the Legacy system. We need to file these BEARs ASAP.</p>	5/31/2019 2:27 PM EDT

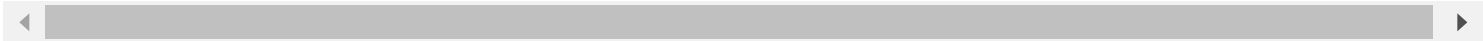
9/4/2019

#275862 - RWEDF 472/498

User	Note	Date
Brandon Owen	The FCC Form 472 has still not updated to auto populate the FCC Form 498 ID. I was told to wait 24 hours and it would work however it has not. I have created a new FCC Form 472 and that did not work either. Please advise on how to resolve this issue.	5/29/2019 4:11 PM EDT
USAC	<p>Thank you for contacting USAC Client Service Bureau.</p> <p>Your case has been directed to the USAC Customer Service Internal Processing Department for a response.</p> <p>If you have additional questions, please contact us at (888)-203-8100.</p> <p>Thank you,</p> <p>Danielle</p> <p>Universal Service Administrative Company (USAC)</p> <p>Client Service Bureau</p>	5/29/2019 1:21 PM EDT
7 items		

Case Contact

Case Contact Brandon Owen







USAC  
Universal Service Administrative Company

- [Need Help?](#)
- [Form 472 Help](#)
- [Using Online BEAR](#)
- [USAC's Outreach and Training Website](#)



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New BEAR Form

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Terms and Conditions

Deadline Extension

Logout

# View BEAR Invoice

PRINTABLE PAGE

The following has been successfully certified:  
Certified on 6/6/2019 4:02 PM  
Invoice ID: 2936897  
Created on 5/28/2019 5:11 PM  
Last updated on 6/6/2019 4:02 PM

Applicant Form Identifier RWEDF\_2017\_472\_Insource

Block 1: Header Information

[Need Help?](#)

1. Billed Entity Name	2. Billed Entity Number	3. Service Provider
Riverwalk Education Foundation	16083506	Identification Number (SPIN)
		143033070

Applicant FCC Form 498 ID  
443026201

4. Contact Name	Helen Hernandez
5. Contact Telephone Phone	( 210 ) 957-1955 ext. 2
Contact Fax	( 210 ) 957-1955
Contact Email	hhernandez@ssttx.org

6. Total Reimbursement Amount  
(total from Block 2, Column 14)  
\$ 20887.28

Block 2: Line Item Information Per Funding Request Number

[Need Help?](#)

7. FCC Form 471 Application Number	8. Funding Request Number (FRN)	9. Bill Frequency	10. Customer Billed Date	11. Shipping date to Customer or Last Day of Work Performed (mm/dd/yyyy)	12. Total (Undiscounted) Amount for Service	13. Discount Rate	14. Discount Amount Billed to USAC (Column 12 multiplied by Column 13)	Approval Status
(from Funding Commitment Decision	(from Funding Commitment							

Letter)	Decision Letter)						
1) 171045841	1799105081	ANNUALLY	8/23/2018	\$ 26109.10	80	\$ 20887.28	CERTIFIED

Block 3: Billed Entity Certification

Need Help?


Contact Information for Billed Entity Authorized Person:

By logging into your account using your PIN, checking this box, and clicking the "certify" button at the end of the form, you have electronically signed the form. You are reminded that an electronic signature is the same as a handwritten signature on the form. To see a copy of the Terms and Conditions to which you previously agreed, please click on the "Terms and Conditions" menu above.

Submission Date 6/6/2019


17. Name	Helen Hernandez	19. Phone Number	( 210 ) 957-1955 ext. 2
18. Title/Position	Purchasing Coordinator	19a. Fax Number	( 210 ) 957-1955
20. Address 1	5300 Wurzbach Rd. #800	19b. Email	hhernandez@ssttx.org
Address 2		19c. Name of Authorized Person's Employer	Riverwalk Education Foundation
City	San Antonio		
State	TX		
Zip Code	78238 -		





USAC  
Universal Service Administrative Company

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- [Form 472 Help](#)
- [Using Online BEAR](#)
- [USAC's Outreach and Training Website](#)



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# View BEAR Invoice

 PRINTABLE PAGE

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Certified on 6/6/2019 4:03 PM  
Invoice ID: 2936900  
Created on 5/28/2019 5:17 PM  
Last updated on 6/6/2019 4:03 PM

Applicant Form Identifier RWEDF\_2017\_472\_NETSYNC

Block 1: Header Information

[Need Help?](#)

1. Billed Entity Name	2. Billed Entity Number	3. Service Provider
Riverwalk Education Foundation	16083506	Identification Number (SPIN)
		143028685

Applicant FCC Form 498 ID  
443026201

4. Contact Name	Helen Hernandez
5. Contact Telephone Phone	( 210 ) 957-1955 ext. 2
Contact Fax	( 210 ) 957-1955
Contact Email	hhernandez@ssttx.org

6. Total Reimbursement Amount  
(total from Block 2, Column 14)  
\$ 72752.74

Block 2: Line Item Information Per Funding Request Number

[Need Help?](#)

7. FCC Form 471 Application Number	8. Funding Request Number (FRN)	9. Bill Frequency	10. Customer Billed Date	11. Shipping date to Customer or Last Day of Work Performed (mm/dd/yyyy)	12. Total (Undiscounted) Amount for Service	13. Discount Rate	14. Discount Amount Billed to USAC (Column 12 multiplied by Column 13)	Approval Status
(from Funding Commitment Decision	(from Funding Commitment							

Letter)	Decision Letter)						
1) 171045841	1799105454	ANNUALLY	9/28/2018	\$ 51937.93	80	\$ 41550.34	CERTIFIED
2) 171045841	1799105302	ANNUALLY	9/28/2018	\$ 39003.00	80	\$ 31202.40	CERTIFIED

Block 3: Billed Entity Certification

Need Help?

Contact Information for Billed Entity Authorized Person:

By logging into your account using your PIN, checking this box, and clicking the "certify" button at the end of the form, you have electronically signed the form. You are reminded that an electronic signature is the same as a handwritten signature on the form. To see a copy of the Terms and Conditions to which you previously agreed, please click on the "Terms and Conditions" menu above.

Submission Date 6/6/2019

17. Name Helen Hernandez  
18. Title/Position Purchasing Coordinator  
20. Address 1 5300 Wurzbach Rd. #800  
Address 2  
City San Antonio  
State TX  
Zip Code 78238 -

19. Phone Number ( 210 ) 957-1955 ext. 2  
19a. Fax Number ( 210 ) 957-1955  
19b. Email hhernandez@ssttx.org  
19c. Name of Authorized Person's Employer Riverwalk Education Foundation